

311 Call Center Guide



311 New York Call Center

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This brochure is designed to help the Elderly, Students, Tenants, & Landlords understand how the 311 New York Call Center can help them. All information provided in this brochure comes directly from the public website <http://www.nyc.gov/apps/311/>. The 311 Call Center located in New York City does not produce or endorse this booklet. This booklet is for demonstration purposes only.

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What is the 311 Call Center?

The 311 call center is a source for people looking for information regarding government information which consist of non-emergency services.

What are the hours of Operation for 311?

311 is open every day (7 days a week, 24 hours)

How do I get in contact with the 311 call center?

You can call 311 directly by dialing “311” from your phone any time of the day or you can go online to <http://www.nyc.gov/apps/311/> where you can read the most updated information about schools, parking, government offices etc...

Does 311 New York speak my language?

If you call 311 you can get help in over 170 languages or if you log on to their website it is available in over 50 languages.

Information for the Elderly

There are many elderly people in New York that desperately need help. Due to health issues, personal issues, and mobility issues they may find it hard to get information about services and programs which can help them function.

- **Senior Centers**

Senior centers are sponsored by city and are available to help New Yorkers age 60 and older get daily meals, educational and recreational opportunities, social services, help with applications, and volunteer opportunities. Seniors can call 311 or go online at <http://www.nyc.gov/apps/311/> to find a senior center in their area.

- **Programs and information that may interest seniors**

Senior Citizen Rent Increase Exemption (SCRIE) is a program that can help seniors with their rent. The program is designed to freeze their rent at a certain amount where the city will then pay the difference as the rent increases as long as you earn under a certain amount. More information and forms which can be downloaded can be found online or emailed/mailed by calling 311. <http://www.nyc.gov/apps/311/>

There are also adult programs which provides supervised living for adults with mental and physical impairments

- **Alzheimer's Information**

Many seniors and caretakers can call 311 or go online to request information about how to care for someone with Alzheimer's and resources that can help them.



Information for Students

There is a lot of information available at 311 for students of all grades and ages.

- **Wakeup Call**

New York City has a Wakeup NYC program which students can sign up for a free wakeup call which occurs every official day of school. This program comes from a campaign by the mayor called “Every Student, Every Day” students can hear stars like Tray Songz and Magic Johnson on their wakeup call. More information available by calling 311 or going on the website.

- **Transportation**

Many students travel to school via public transportation and school bus. By calling 311 students can get information about bus pass and school bus eligibility. If a child misses their school bus they can also call 311 to be connected to the Office of Pupil transportation which will help the child get to school that day.

- **Jobs**

Many students need jobs but may not know where to look for one. 311 can help get information or students looking for jobs. There are many New York city programs which can help students get a job including working at the 311 Call Center. Through The Research Foundation many CUNY students can apply to work as a call center operator which will help New Yorkers with questions just like in this booklet. Call 311 or go on their website for more information.

Information for Tenants

Many people in New York City rent and it is important for tenants to know their rights.

- **Eviction**

Many Tenants do not know that it is illegal for a landlord to illegally evict a tenant by not having them evicted by a Sheriff or marshal to carry out the warrant. Landlords also can not deprive tenants of electricity or water as a way to get the tenant out. 311 can help you find your local housing court or local police precinct to report these issues to. If your landlord is illegally evicting you should call 311 or go to their website.

- **Neighbors**

Living in New York City many tenants may have issues with their neighbors, one of the biggest complaints to 311 is noise. Many tenants are unaware that if their neighbor is making a lot of noise or if they have a pet such as a dog that is making a lot of noise they can call 311 or report the noise online. Depending on the type of noise the city will send the police or the Department of Environmental Protection to help rectify the noisy situation.

- **Other issues**

Many neighbors also notice their neighbor doing other illegal things, such as cutting down a city tree, not up keeping their property, not repairing their sidewalk, not picking up after their dog etc... By calling 311 you can make complaints about various issues and if those agencies are unable to catch the person residents can call 311 in order to get information for their local elected official to take action.

- **Brochure**

Tenants can call 311 or go online to get a brochure about what the landlord should provide.

Information for Homeowners

Many property owners are unaware of laws which are implemented to keep properties up to code and safe. Many homeowners that are also landlords may not be aware of laws that are designed to help keep their tenants safe and happy.

- **Property Maintenance**

A lot of work goes in to maintaining a home, the city will help ensure property owners are living up to their maintenance responsibility by giving tickets. By calling 311 owners can see if they have any tickets on their property for failing to take care of their sidewalk, illegal basements etc...

- **Landlords**

Many landlords are unaware that they must provide a certain temperature of heat to their tenants, provide a smoke alarm and carbon monoxide alarm, and install child proof rails, not have chipped paint etc... By calling 311 or going to their website, landlords can get a brochure and more information about how to regulate their apartments and have their tenants living in up to code conditions.

- **Access**

Many landlords are unaware that they can call 311 for their property tax information and their water bill is also available online through 311 or by calling 311 to ask questions if they are confused about all property bills.



Fun Facts

- You can text 311 at **311-692**
- If you are outside of New York City you can call **(212) 639-9675**
- 311 is also available on Skype at **NYC311**
- You can Follow 311 on Twitter <https://twitter.com/311nyc>
- 311 has its very own **iPhone app**
- 311 handles thousands of calls a day